

# South Dakota Lottery

## Commission Meeting

### December 14th, 2017



**SOUTH DAKOTA  
LOTTERY**®

*A DIVISION OF THE SOUTH DAKOTA DEPARTMENT OF REVENUE*

# Executive Director Comments



**SOUTH DAKOTA  
LOTTERY**®

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# Executive Director Comments

- Request for Proposals
  - Lotto and Video Lottery Central Gaming Systems
- FY17 Audit
  - No audit findings
- Commissioners Dykstra and Faehn



# BRAND PERCEPTION STUDY

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*December 2017*

# AGENDA

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GOOD FUNCAMPAIGN

**2017 BRAND PERCEPTION STUDY**

**PERCEPTIONS**

**LOTTERY REVENUE**

**PLAYING HABITS**

**DISCUSSION**

## GOOD FUN CAMPAIGN OBJECTIVES

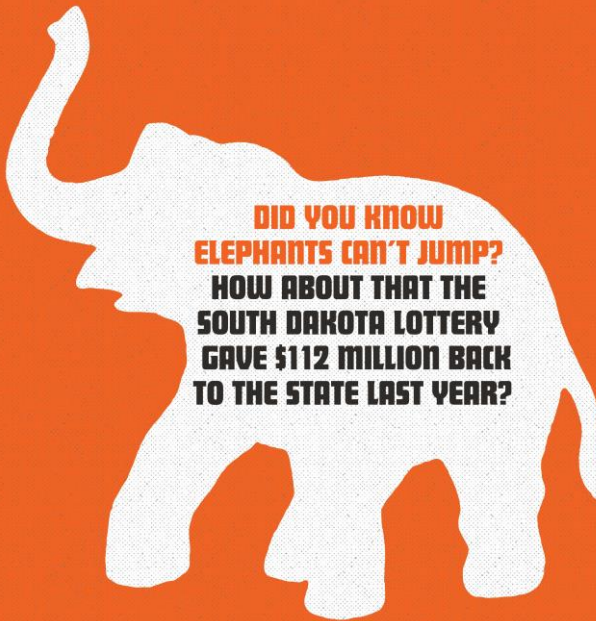
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- **Goal** Move the audience past their indifference to the lottery and:
  - View the Lottery in positive light
  - Consider it an entertainment option
- **Focus** Gaming is entertainment with a bigger purpose in mind – improving South Dakota.




**GOOD FUN!**

## FUN AND GOOD FOR SOUTH DAKOTA

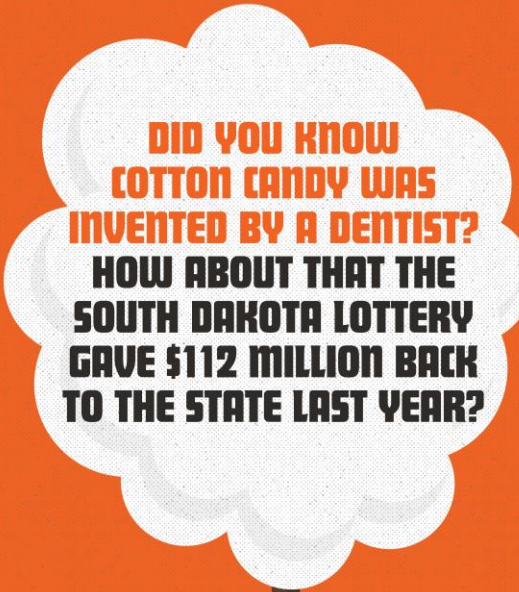


**DID YOU KNOW  
ELEPHANTS CAN'T JUMP?**  
**HOW ABOUT THAT THE  
SOUTH DAKOTA LOTTERY  
GAVE \$112 MILLION BACK  
TO THE STATE LAST YEAR?**

For more amazing facts and  
some other good fun, go to [GoodFunSD.com](http://GoodFunSD.com).


 **SOUTH DAKOTA  
LOTTERY**

Must be 18 or older to play. Please play responsibly.



**DID YOU KNOW  
COTTON CANDY WAS  
INVENTED BY A DENTIST?**  
**HOW ABOUT THAT THE  
SOUTH DAKOTA LOTTERY  
GAVE \$112 MILLION BACK  
TO THE STATE LAST YEAR?**

For more amazing facts and  
some other good fun, go to [GoodFunSD.com](http://GoodFunSD.com).

 **SOUTH DAKOTA  
LOTTERY**

Must be 18 or older to play. Please play responsibly.



# **2017 BRAND PERCEPTION STUDY**

## 2017 RESEARCH GOALS

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1. Understand SD residents' perceptions of the South Dakota Lottery and its' family of games.
2. Gain an understanding as to whether the perceptions of the South Dakota Lottery have changed since 2015 and if so, how they have changed.
3. Identify ways to move the South Dakota Lottery brand forward in the future.

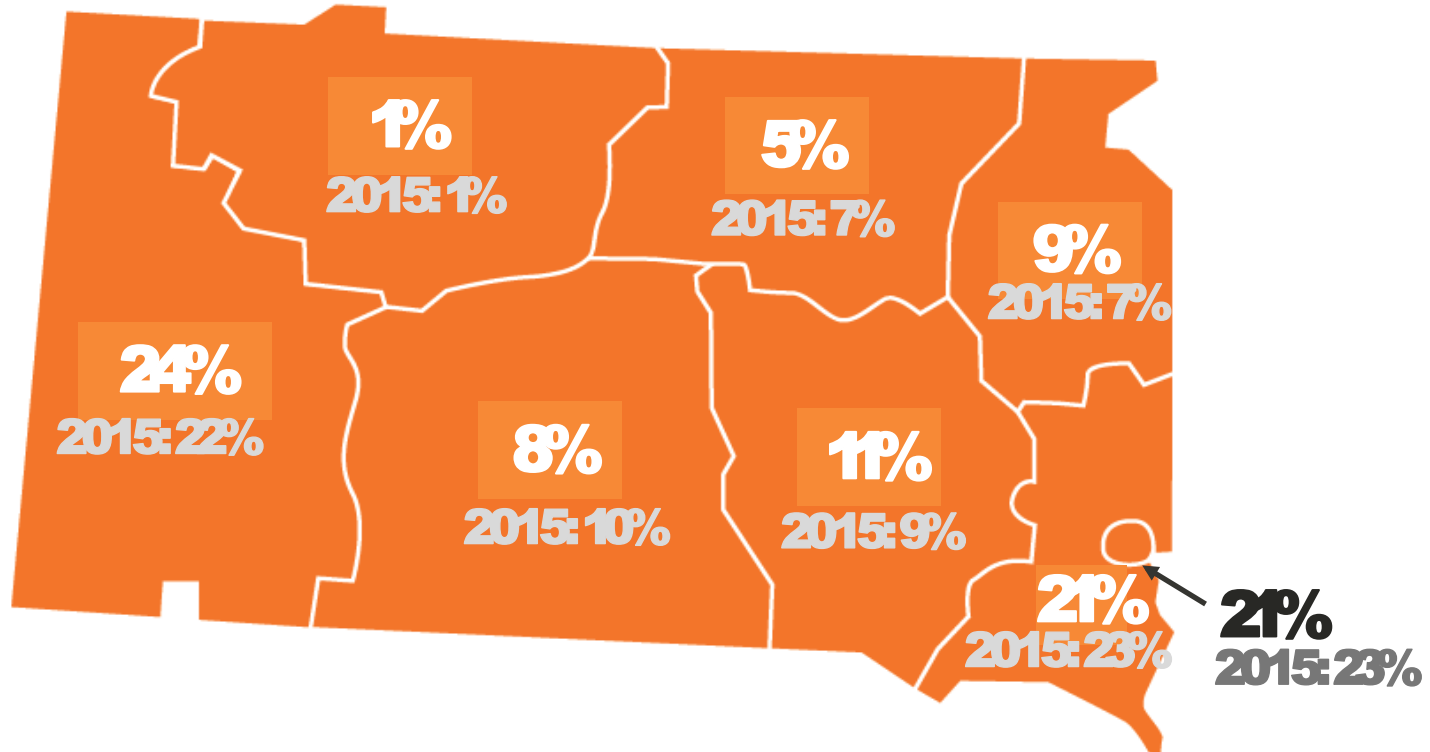
## 2017 METHODOLOGY

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Survey creation and recruiting were executed with the goal of ensuring the 2017 study would be as similar as possible to the 2015 study

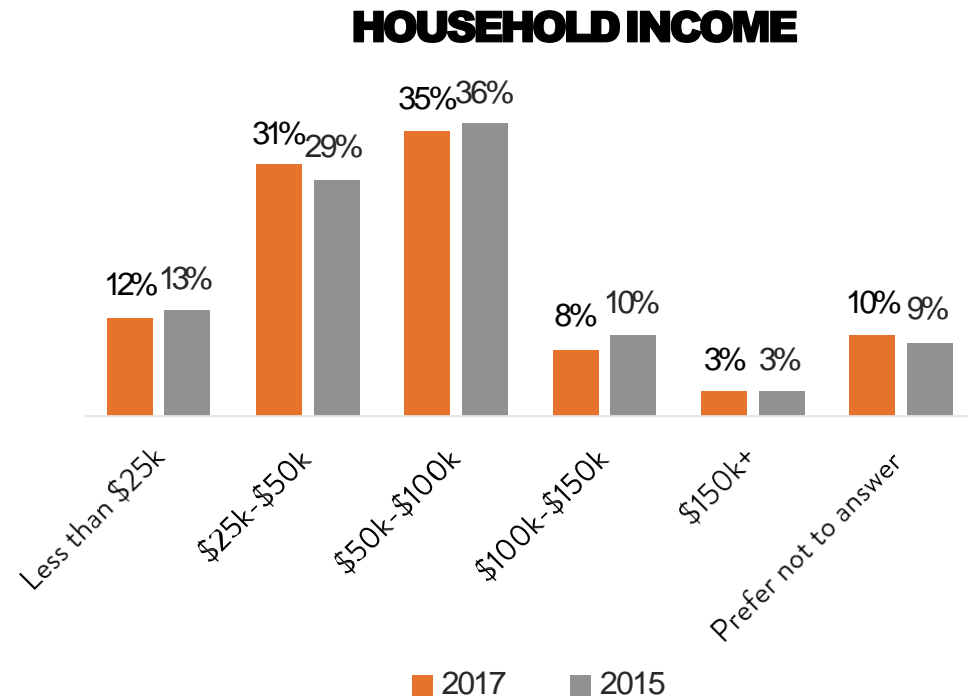
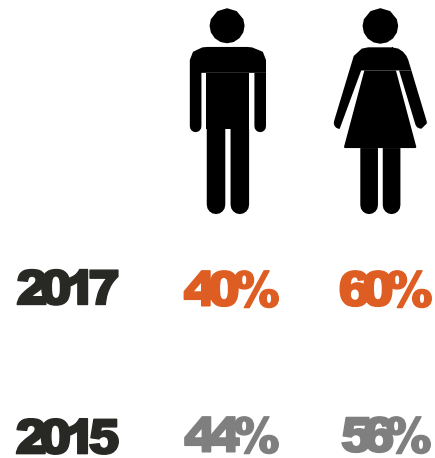
## 2015 v. 2017 RESPONDENTS BY GEOGRAPHY



The studies have very similar geographic distributions

\*unweighted values

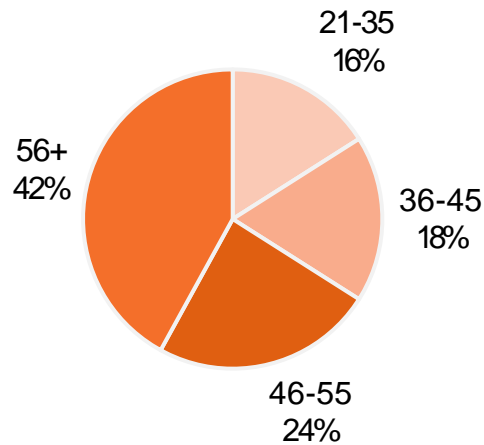
## 2017 v. 2015 DEMOGRAPHICS



\*unweighted values

## 2017\2015 DEMOGRAPHICS

### 2017 AGE BREAKDOWN

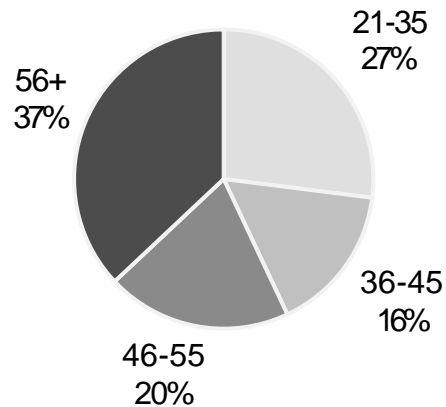


### 2017 PLAYERS CLUB MEMBERSHIP

**70**  
**%**  
**YES**

**30**  
**%**  
**NO**

### 2015 AGE BREAKDOWN



### 2015 PLAYERS CLUB MEMBERSHIP

**57**  
**%**  
**YES**

**43**  
**%**  
**NO**

\*unweighted values

## WEIGHTING

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Random Iterative Method

**BY WEIGHTING THE 2017 SAMPLE DATA  
WE CAN ENSURE THAT THE TWO  
DATASETS CAN BE ACCURATELY  
COMPARED**

# PERCEPTIONS

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## 2017 LOTTERY PERCEPTIONS

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65%

**FAVORABLE**



21%

**NEUTRAL**



12%

**NEGATIVE**

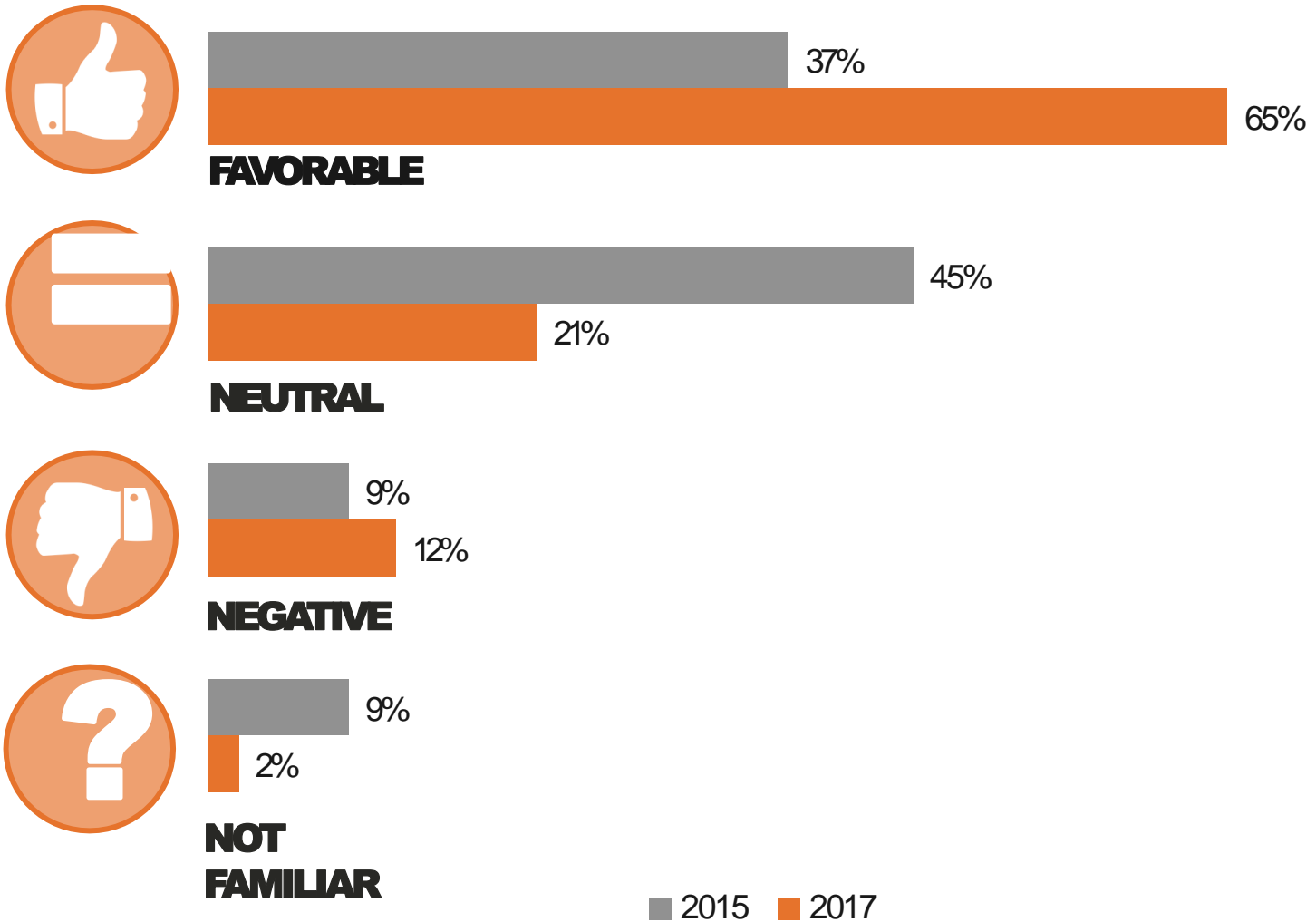


2%

**NOT  
FAMILIAR**

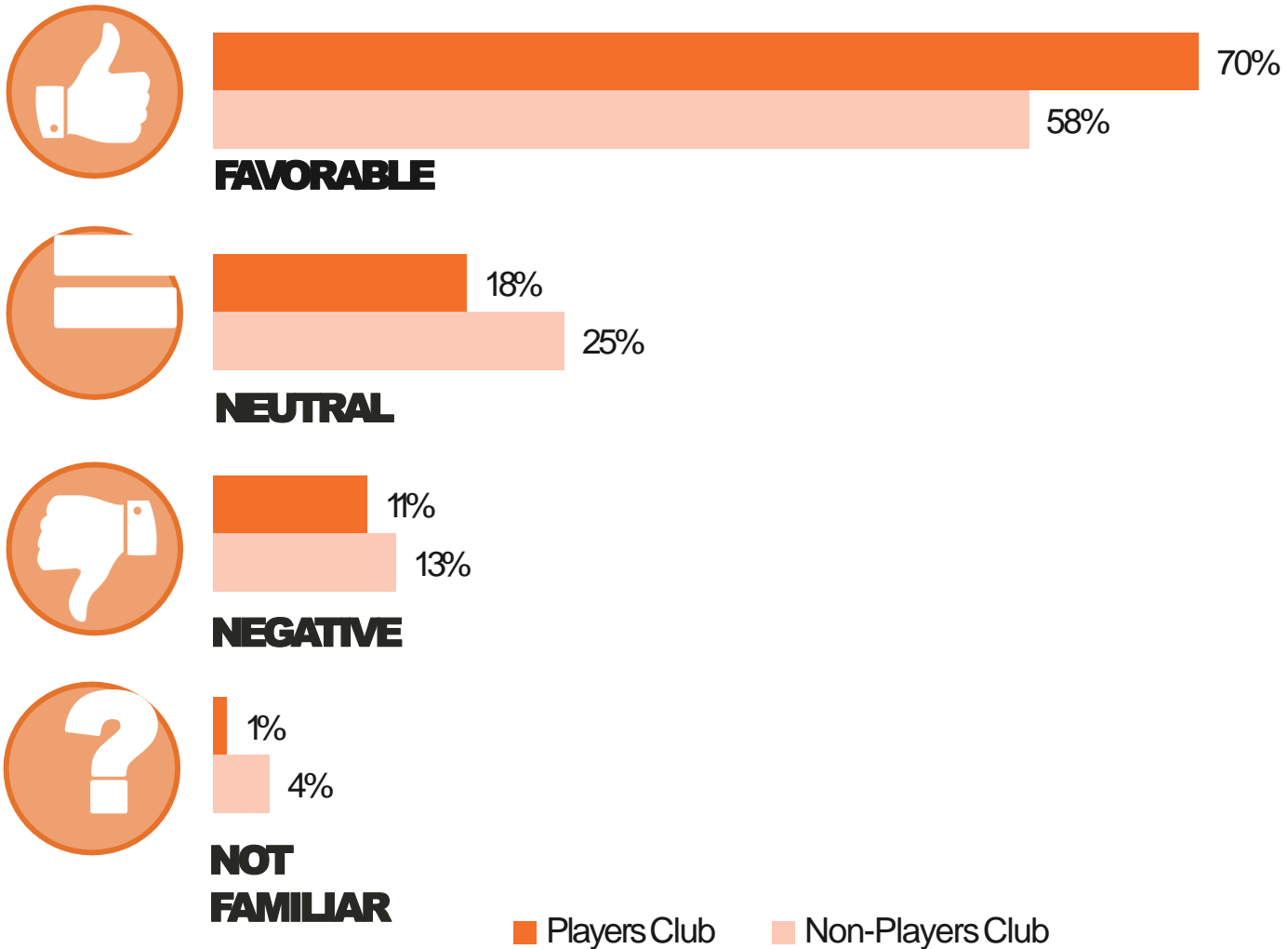
\* All Respondents

## 2015 v. 2017 PERCEPTIONS COMPARISON



\* All Respondents

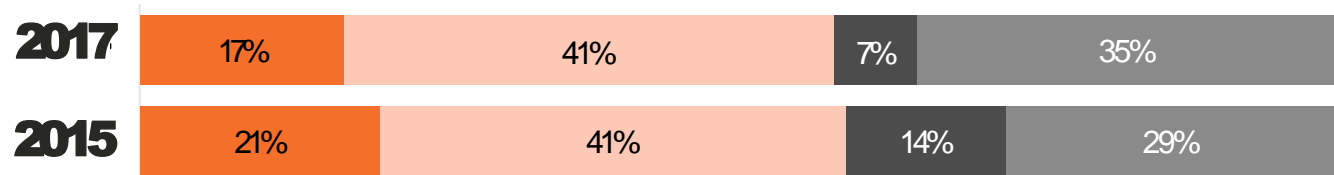
# 2017 LOTTERY PERCEPTIONS



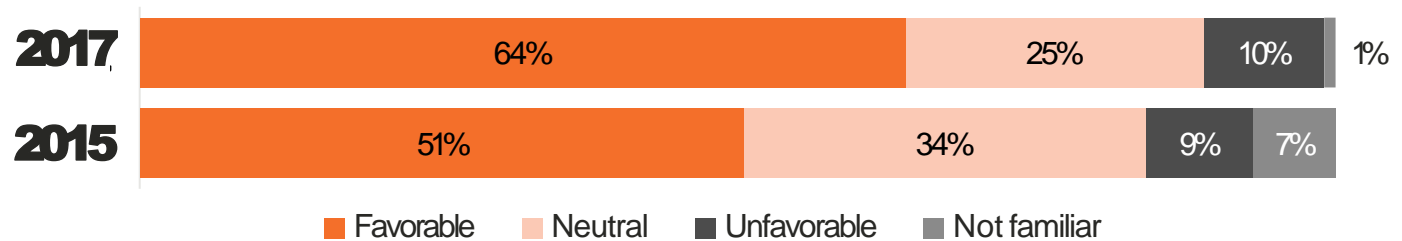
\* Players Club v. Non-Players Club Responses

## 2017 v. 2015 PERCEPTIONS OF THE PLAYERS CLUB PROGRAM

### Non-Players Club

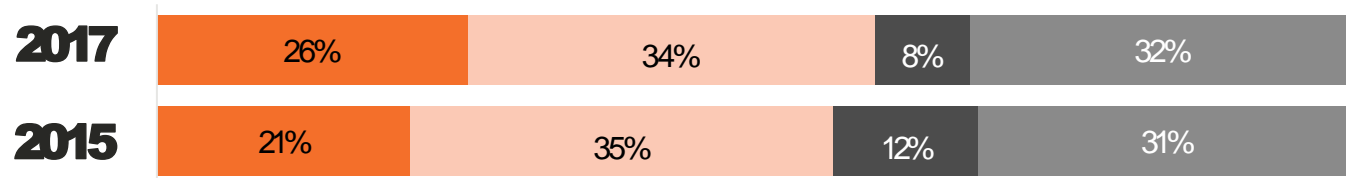


### Players Club

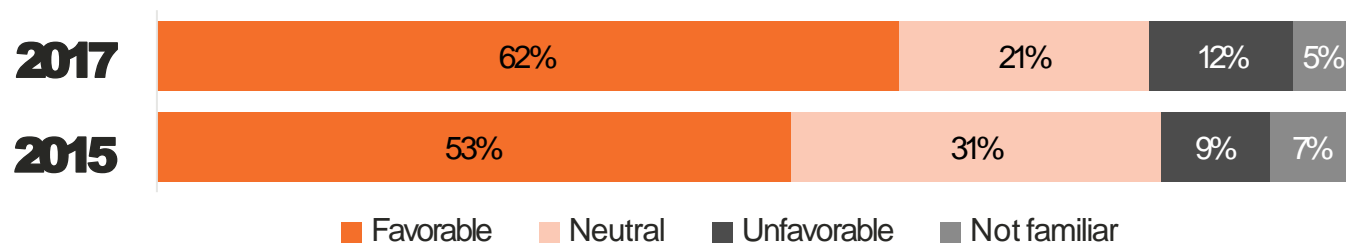


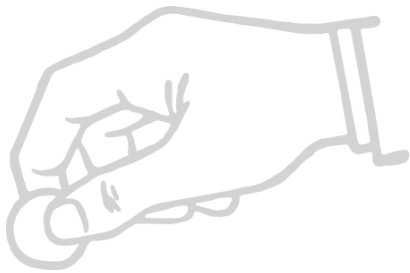
## 2017 v. 2015 PLAY IT AGAIN PROGRAM PERCEPTIONS

### Non-Players Club

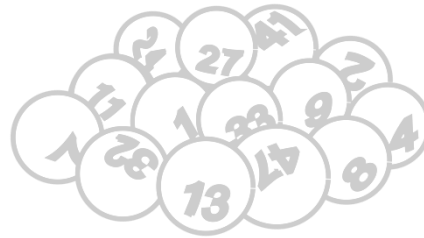


### Players Club

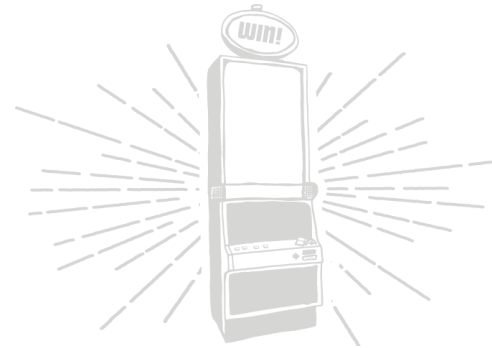




**Scratch**



**Lotto**



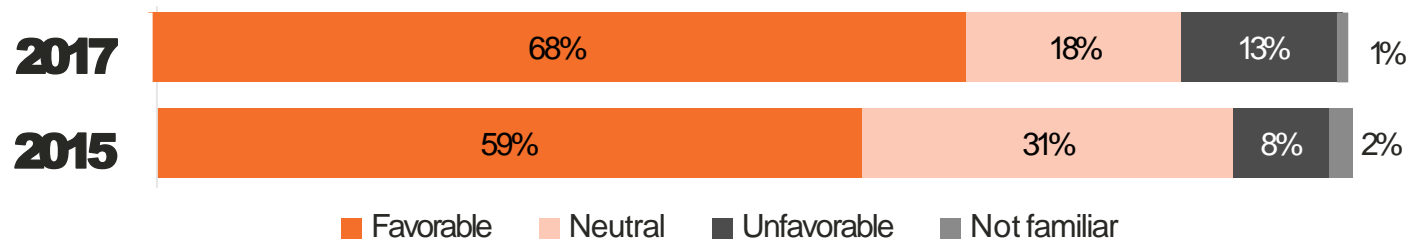
**Video**

## 2017 v. 2015 SCRATCH TICKETS PERCEPTIONS

### Non-Players Club



### Players Club

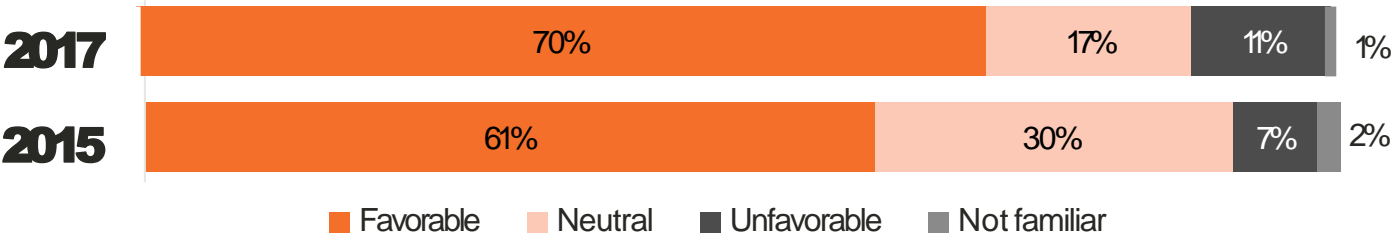


2017\2015 LOTTO GAMES PERCEPTIONS

**Non-Players Club**



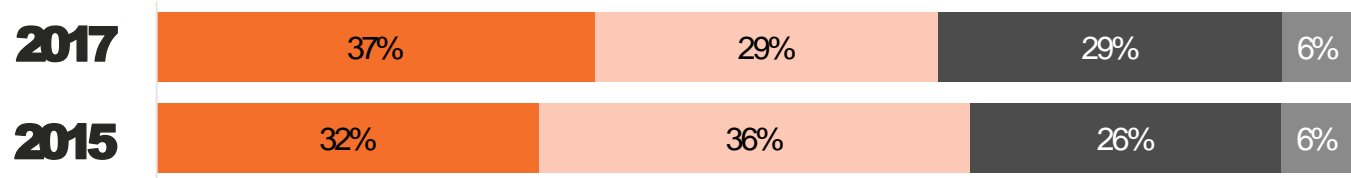
**Players Club**



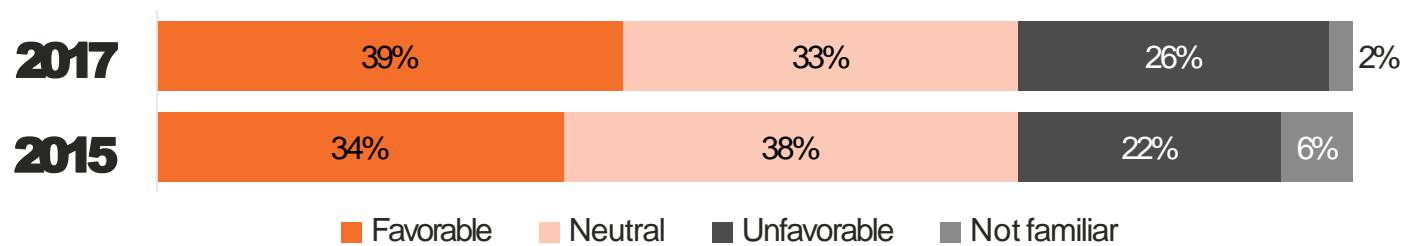


## 2017\2015 VIDEO LOTTERY PERCEPTIONS

### Non-Players Club



### Players Club

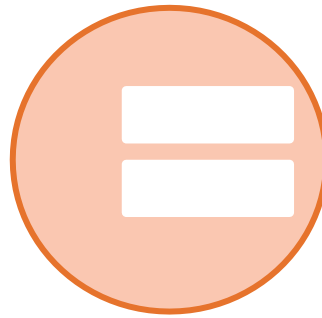




The overall  
perception of the  
South Dakota  
Lottery is far more  
favorable in 2017

## DETERMINING THE EFFECT OF THE GOOD FUN CAMPAIGN

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**IS THE GOOD FUN MESSAGING WORKING?**

## PEOPLE REMEMBER LOTTERY ADS

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Do you recall seeing or hearing advertising messaging from the South Dakota Lottery within the last year?



## PEOPLE REMEMBER LOTTERY ADS

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Do you recall seeing or hearing advertising messaging from  
the South Dakota Lottery within the last year?  
(Those who answered “Yes”)



**Player  
s Club**

**90%**

**Non-  
Players  
Club**

**76%**

## PEOPLE REMEMBER GOOD FUN, BUT WE HAVE ROOM TO GROW

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Which of the following advertising messages do you recall seeing or hearing from the South Dakota Lottery?

(All Respondents)



**49% Good Fun**

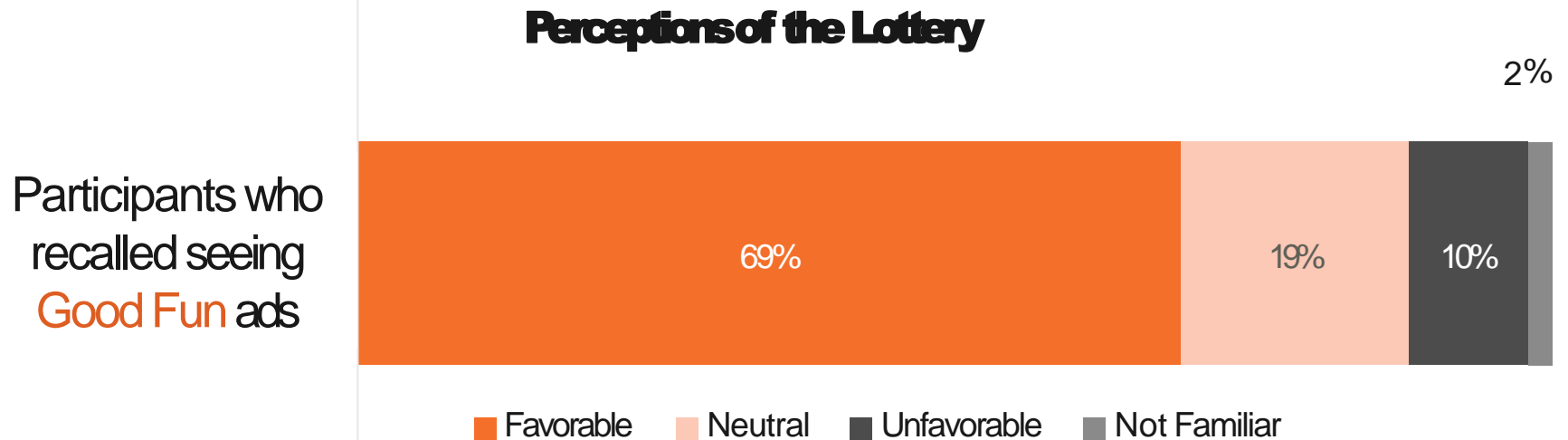
**36% Dream Big. Win Big.**

**7% A State of Winning**

**5% Other**

**4% Raising Billions to Educate Millions**

## LOTTERY PERCEPTIONS AND GOOD FUN RECALL



# LOTTERY REVENUE

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## SHOW THE GOOD THAT THE LOTTERY DOES

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**The fun of the South  
Dakota Lottery**



**The good the South Dakota  
Lottery does for the state**

## 2017: MORE KNOWLEDGEABLE OVERALL

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“I don’t know how the South Dakota Lottery money is used”

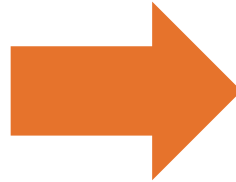
### 2015 Respondents

52%

All Participants

71%

Lapsed Players



### 2017 Respondents

50%

All Participants

60%

Lapsed Players

# PLAYINGHABITS

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# **OVERALL LOTTERY RECENCY**



**80%**

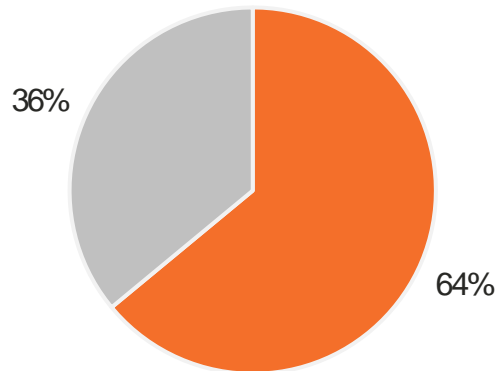
**(Of Non-Players Club Members)**

**PLAYED WITHIN  
THE LAST YEAR**

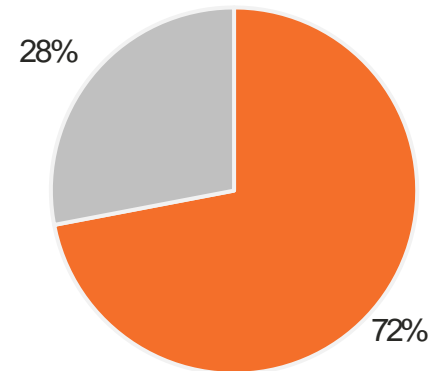
**- Compared to 78% in 2015**

**When Was the Last Time You Played the SD Lottery?**  
(Non-Players Club Members)

**2015**



**2017**



**Has not played within  
the last 6 months**

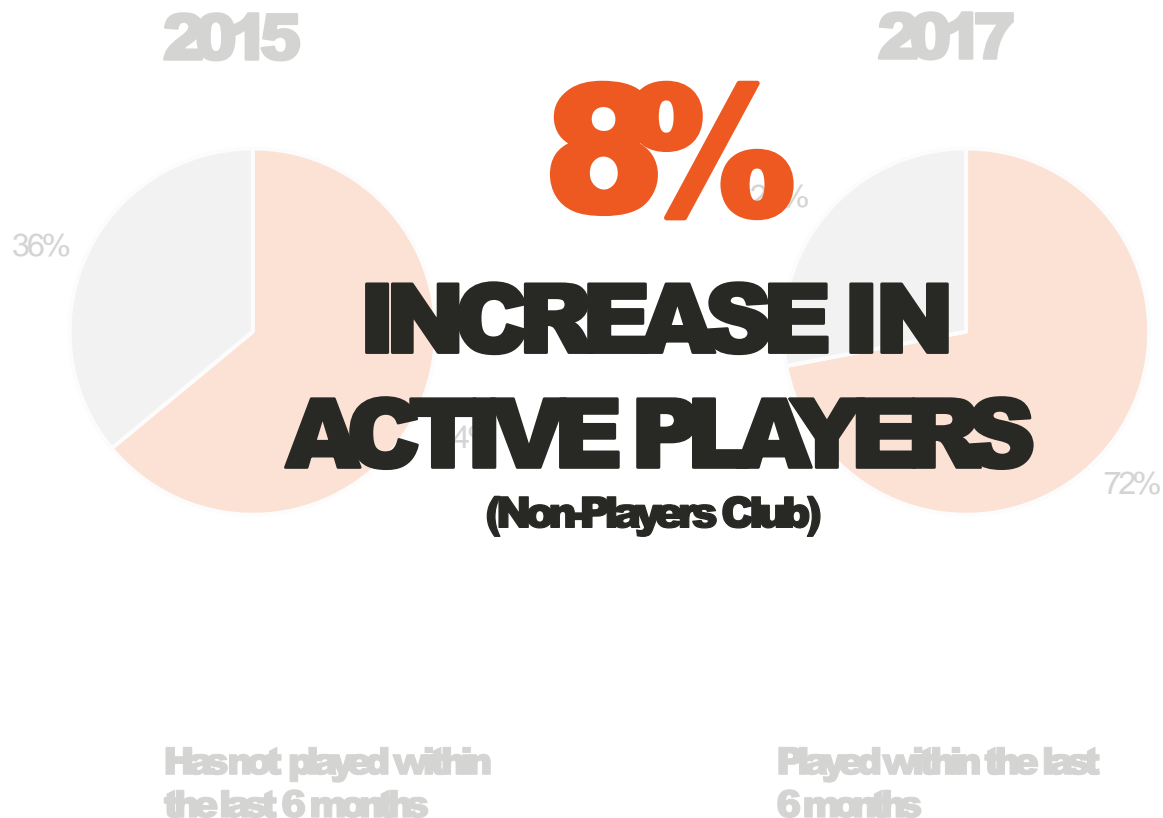


**Played within the last  
6 months**

## RECENCY

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### When Was the Last Time You Played the SD Lottery? (Non-Players Club Members)





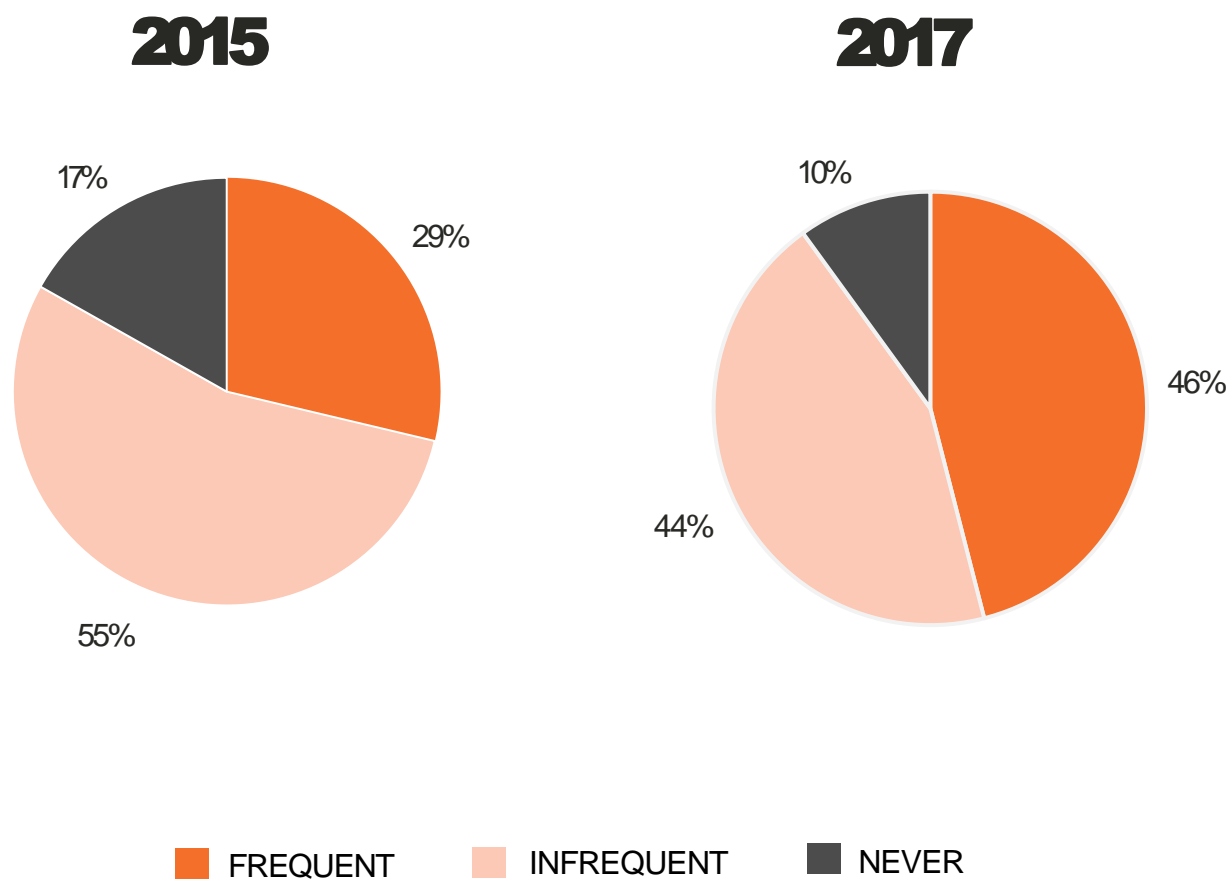
# **PLAY FREQUENCY BY GAME**







## How Often Do You Purchase Scratch Tickets? (Non-Players Club Members)





**17%**

**INCREASE IN FREQUENT SCRATCH PLAYERS**  
(Non-Players Club)

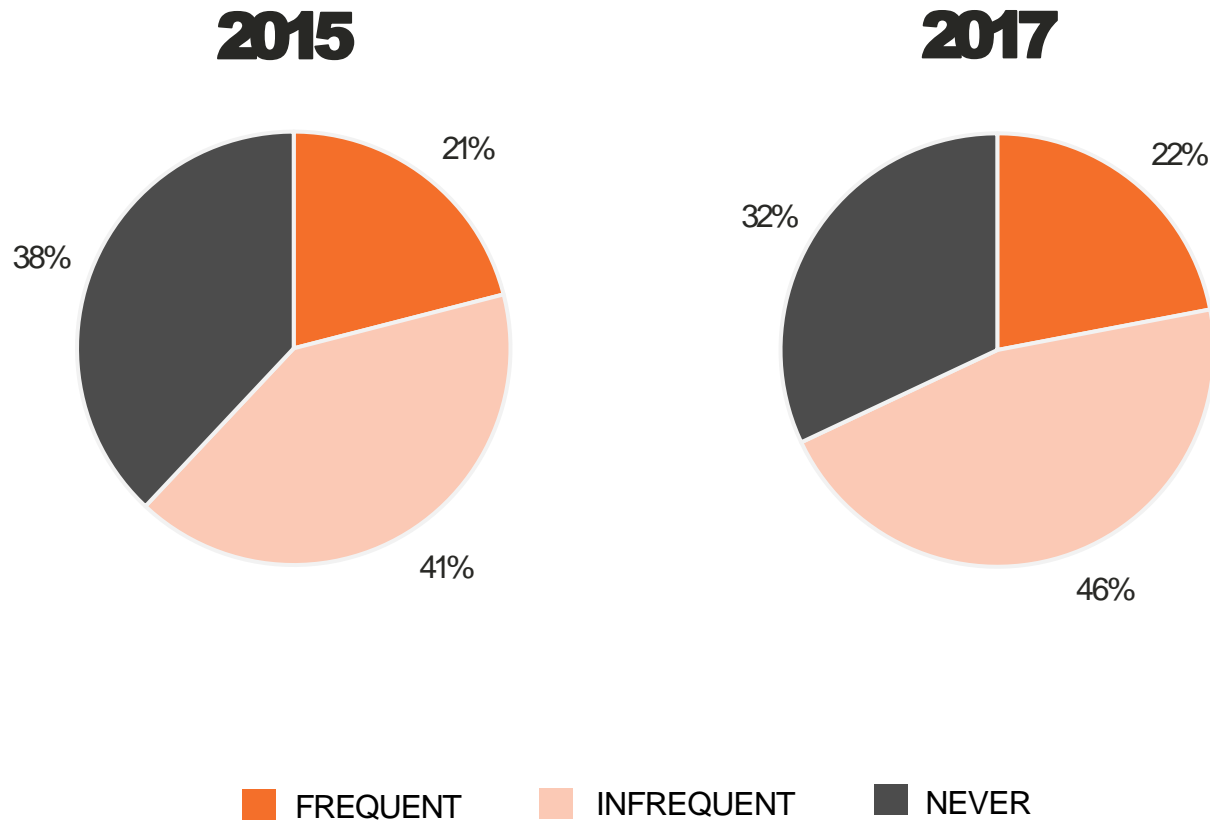
**7%**

**DECREASE IN PEOPLE WHO HAVE NEVER  
PURCHASED SCRATCH TICKETS**  
(Non-Players Club)





## How Often Do You Play Video Lottery? (Non-Players Club Members)





**5%**

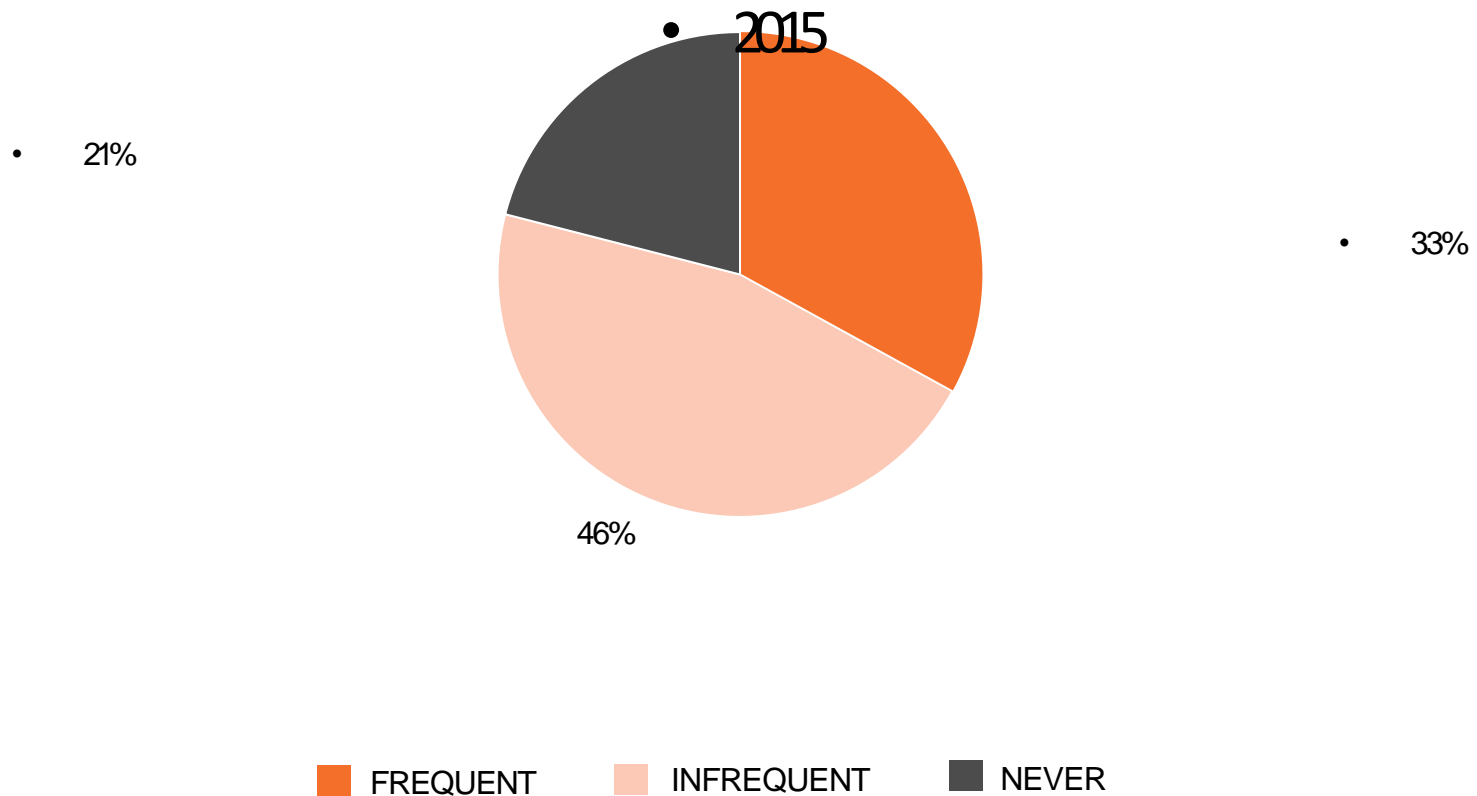
**INCREASE IN INFREQUENT VIDEO  
LOTTERY PLAYERS**  
(Non-Players Club)

**6%**

**DECREASE IN PEOPLE WHO HAVE  
NEVER PLAYED VIDEO LOTTERY**  
(Non-Players Club)



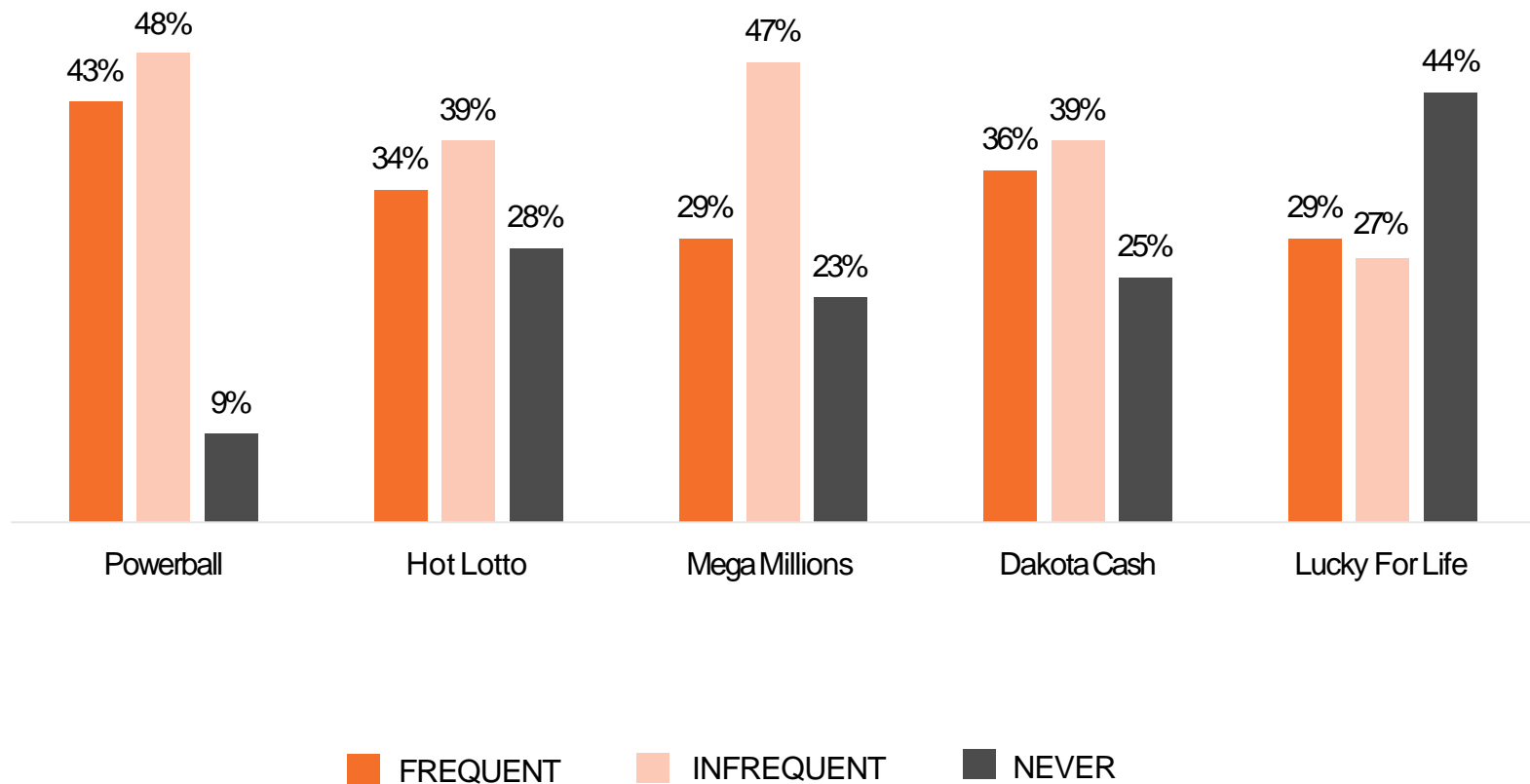
- How Often Do You Purchase Lotto Tickets?
- (Non-Players Club Members)



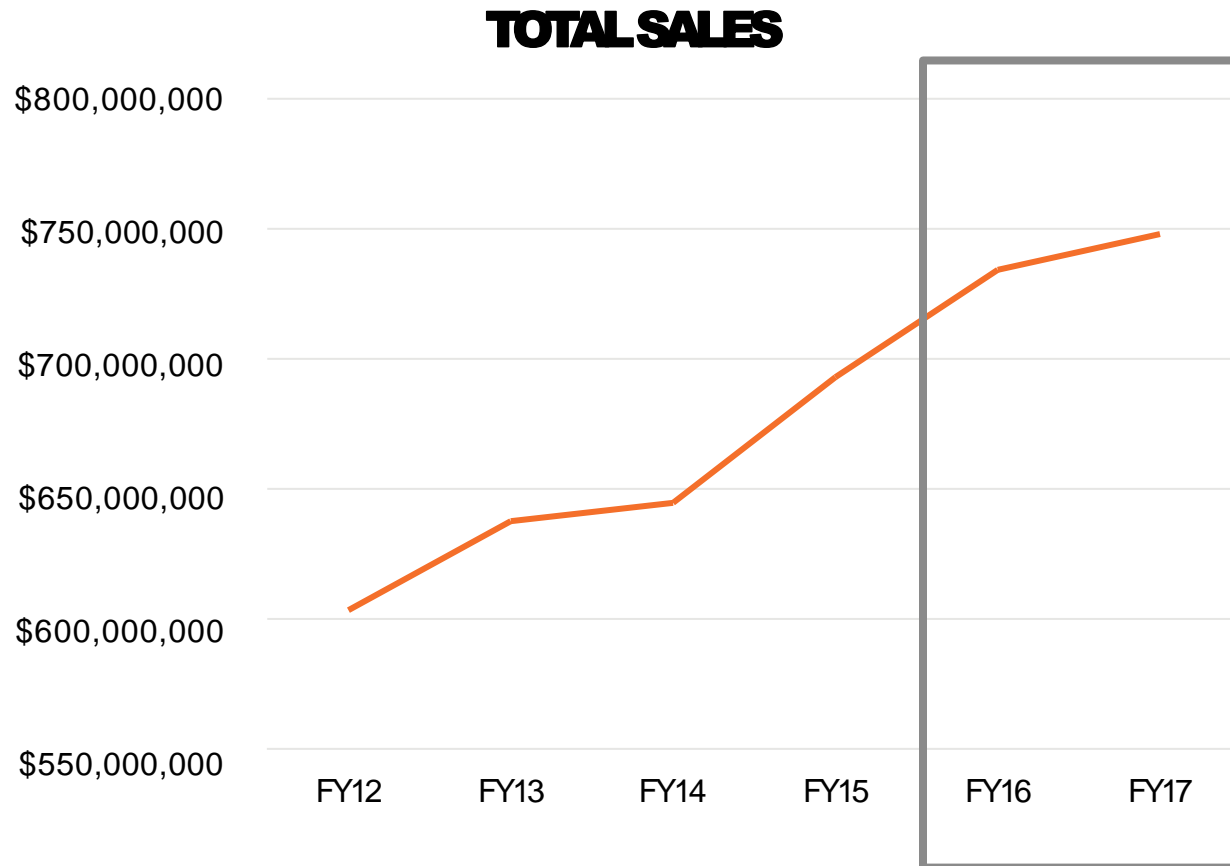


## How Often Do You Purchase Lotto Tickets? (Non-Players Club Members)

2017

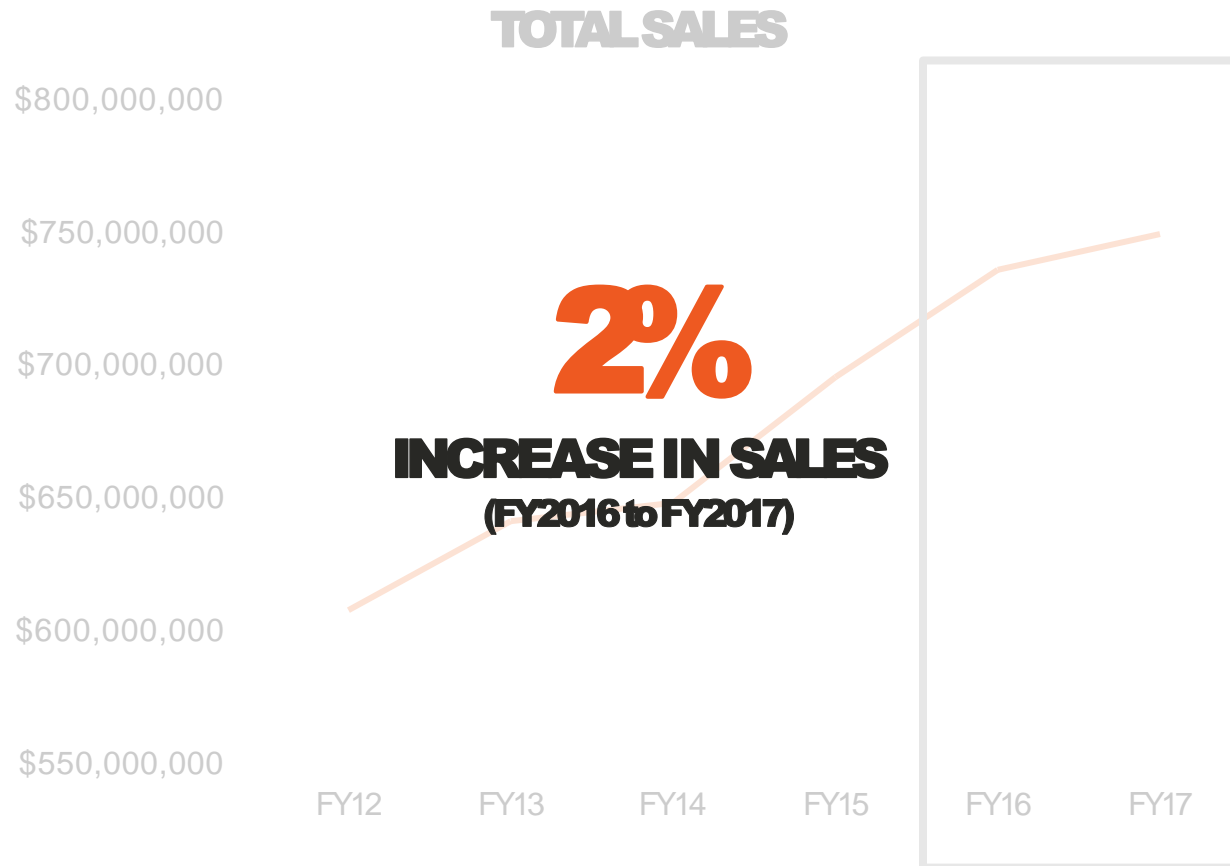


## SALES



## SALES

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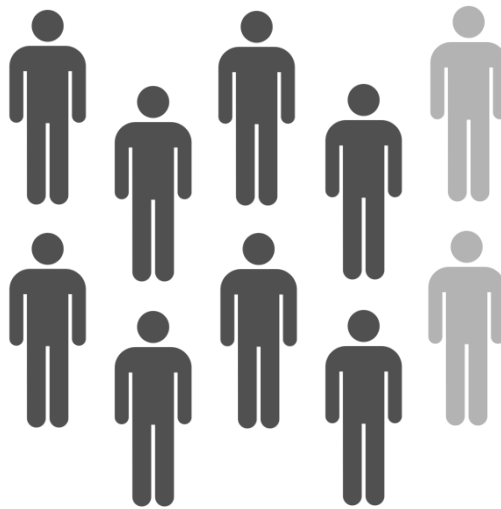


# **INCREASING PLAY**

## INCREASING PLAY

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**Would You Consider Playing the Lottery More?**

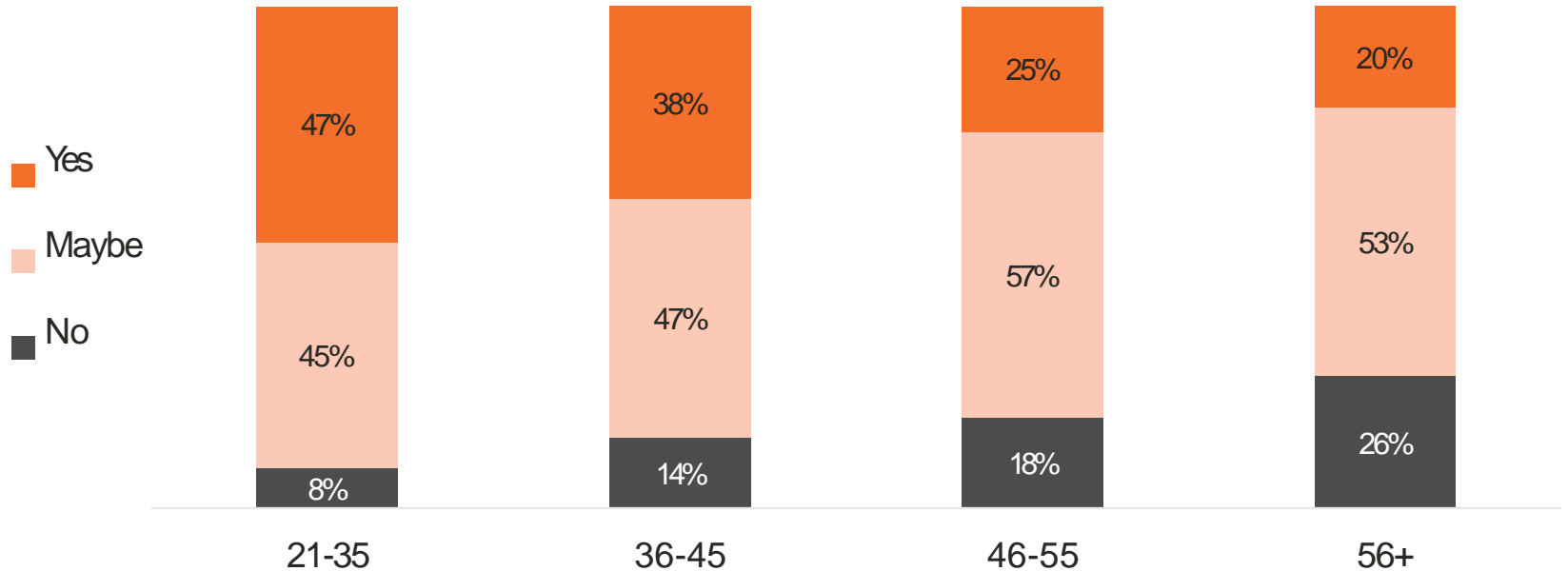


**80%** of participants responded  
**yes or maybe** to playing the lottery more

## INCREASING PLAY-AGE

### Would You Consider Playing the Lottery More?

(All Respondents)



# CONCLUSION

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## TAKEAWAYS

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- Perceptions of the SD Lottery have greatly improved since the implementation of Good Fun.
- Residents have a better understanding of where the revenue from the lottery goes in the state.
- Recency and frequency have both increased which has led to an increase in lottery sales.
- An increasing number of people are willing to play the lottery more often and there are many opportunities to continue to growing lottery sales.
- A large proportion of people recall Good Fun.
  - Consider implementing ongoing Good Fun branding campaigns to continue to improve familiarity and perceptions.



# DISCUSSION

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# FY19 Budget Request

- Two Budgets
  - Instant/Online – Informational Budget
  - Video Lottery
- FY19 Request
  - No increases requested
- Budget Amounts
  - Instant/Online - \$38,405,766
  - Video Lottery - \$2,674,153



# FY 18 Video Lottery Performance Review



**SOUTH DAKOTA  
LOTTERY**®

*A DIVISION OF THE SOUTH DAKOTA DEPARTMENT OF REVENUE*

## Total Fiscal Year Net Machine Income



## Video Lottery Net Machine Income - 3 Year Monthly Comparison



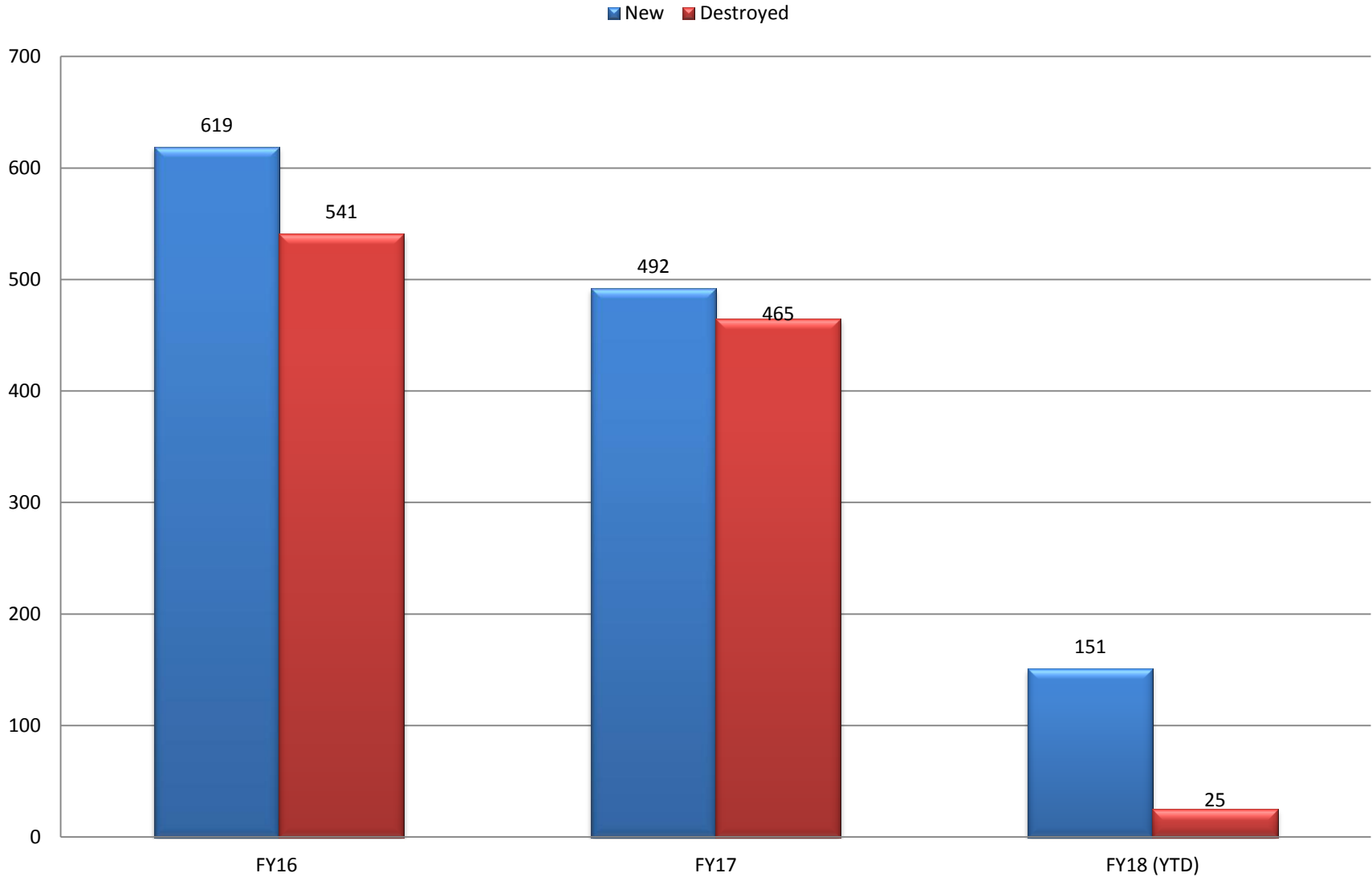
## NMI per Terminal per Day by Terminal Type (Rolling 12 Month Period)

Legacy NMI per Machine per Day (Old Machines)

Line NMI per Machine per Day (New Machines)



## New & Destroyed Terminals



# YoY Percent Change in NMI – FY18 vs. FY17

## Over Performing Counties

Rank	County	% Change
1	HAAKON	50.7%
2	HUTCHINSON	35.7%
3	DOUGLAS	26.4%
4	CLARK	22.4%
5	SULLY	21.5%
6	AURORA	16.8%
7	BRULE	16.8%
8	CODINGTON	15.5%
9	ROBERTS	14.8%
10	BENNETT	14.5%
11	HARDING	13.7%
12	JERAULD	13.3%
13	HAMLIN	13.1%
14	CHARLES MIX	13.0%
15	MOODY	12.9%
16	LAWRENCE	12.2%

Rank	County	% Change
17	EDMUNDS	11.5%
18	GRANT	10.5%
19	MCCOOK	9.9%
20	BUTTE	9.3%
21	DAY	9.0%
22	GREGORY	8.8%
23	STANLEY	8.2%
24	TURNER	7.0%
25	UNION	6.6%
26	LINCOLN	6.2%
27	MELLETTE	6.1%
28	FALL RIVER	5.3%
29	SANBORN	5.2%
30	CLAY	4.9%
31	SPINK	4.9%
32	MEADE	4.8%
33	DEUEL	4.7%

## Under Performing Counties

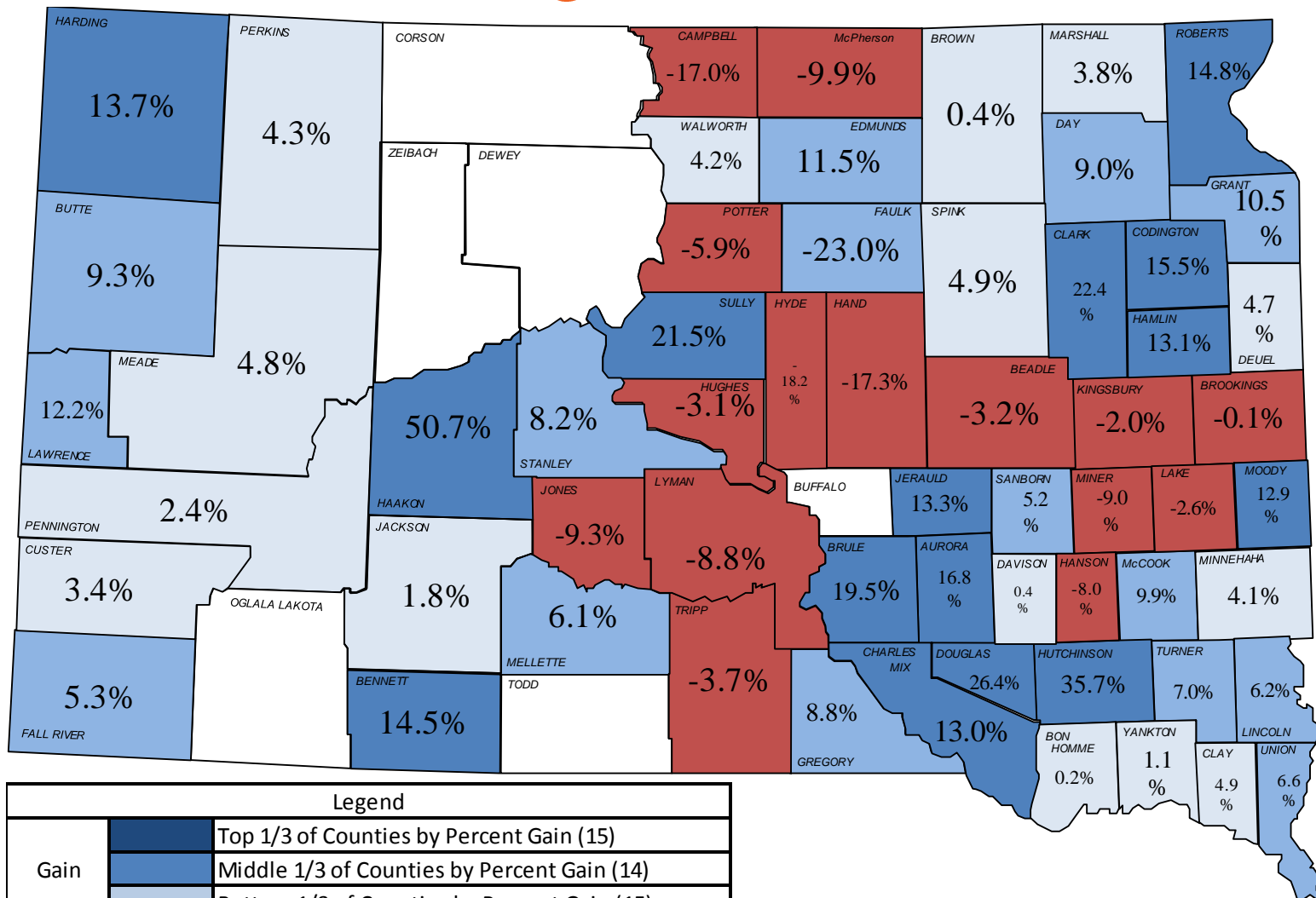
Rank	County	% Change
34	PERKINS	4.3%
35	WALWORTH	4.2%
36	MINNEHAHA	4.1%
37	MARSHALL	3.8%
38	CUSTER	3.4%
39	PENNINGTON	2.4%
40	JACKSON	1.8%
41	YANKTON	1.1%
42	DAVISON	0.4%
43	BROWN	0.4%
44	BON HOMME	0.2%
45	BROOKINGS	-0.1%
46	KINGSBURY	-2.0%

Rank	County	% Change
47	LAKE	-2.6%
48	HUGHES	-3.1%
49	BEADLE	-3.2%
50	TRIPP	-3.7%
51	POTTER	-5.9%
52	HANSON	-8.0%
53	LYMAN	-8.8%
54	MINER	-9.0%
55	JONES	-9.3%
56	MCPHERSON	-9.9%
57	CAMPBELL	-17.0%
58	HAND	-17.3%
59	HYDE	-18.2%
60	FAULK	-23.0%





# YoY Percent Change in NMI – FY18 vs. FY17



Legend		
Gain	<div></div>	Top 1/3 of Counties by Percent Gain (15)
	<div></div>	Middle 1/3 of Counties by Percent Gain (14)
	<div></div>	Bottom 1/3 of Counties by Percent Gain (15)
N/A	<div></div>	No Video Lottery
Loss	<div></div>	Counties by Percent Loss (16)



# Top Video Lottery Markets

Rank	City	FY17 NMI	FY18 NMI	% of Total NMI	YoY % Change	YoY \$\$ Change
1	Sioux Falls	\$22,163,479	\$23,118,056	25.58%	4.31%	\$954,577
2	Rapid City	\$10,658,686	\$10,994,792	12.16%	3.15%	\$336,106
3	North Sioux City	\$5,078,113	\$5,423,812	6.00%	6.81%	\$345,699
4	Aberdeen	\$5,090,494	\$5,088,091	5.63%	-0.05%	-\$2,403
5	Yankton	\$3,315,792	\$3,354,978	3.71%	1.18%	\$39,185
6	Mitchell	\$2,795,467	\$2,793,846	3.09%	-0.06%	-\$1,621
7	Watertown	\$2,965,474	\$3,417,578	3.78%	15.25%	\$452,104
8	Pierre	\$2,380,041	\$2,300,991	2.55%	-3.32%	-\$79,050
9	Huron	\$2,692,774	\$2,622,012	2.90%	-2.63%	-\$70,761
10	Brookings	\$1,881,683	\$1,799,345	1.99%	-4.38%	-\$82,337
11	Box Elder	\$1,034,428	\$1,042,060	1.15%	0.74%	\$7,632
12	Vermillion	\$867,311	\$918,075	1.02%	5.85%	\$50,764
13	Hot Springs	\$874,403	\$899,600	1.00%	2.88%	\$25,197
14	Sturgis	\$811,380	\$826,275	0.91%	1.84%	\$14,895
15	Brandon	\$871,444	\$913,394	1.01%	4.81%	\$41,950
Subtotal (Top 15)		\$63,480,969	\$65,512,904	72.48%	3.20%	\$2,031,935
All Other Towns		\$23,391,162	\$24,870,311	27.52%	6.32%	\$1,479,149
Statewide Total		\$86,872,131	\$90,383,215	100.00%	4.04%	\$3,511,084



# Summary

- 4.04% ahead of FY17; Projecting \$220.96 M for FY18
- On course to top 2009 levels for Net Machine Income.
- Since the lowest point in 2012, Video Lottery NMI has almost completely recovered, growing over 25% in six years.
  - 3.8% geometric average annual growth.



# Legacy Terminals





**NETFLIX**













# Future is Now!



# Timeline of Video Lottery in South Dakota

- 1988 Video Lottery Approved by South Dakota Legislature
- 1989 First VLC enrolled at Belle Fourche Lodge under Black Hills Novelty Co., Inc. (10/14/1989)
- 2000 Last date a **new** VLC was purchased and enrolled in the Video Lottery system.(May)
- 2001 Last software released and approved in South Dakota. (137B1 Software)
- 2001 IGT states they are no longer supporting VLC machines(July)



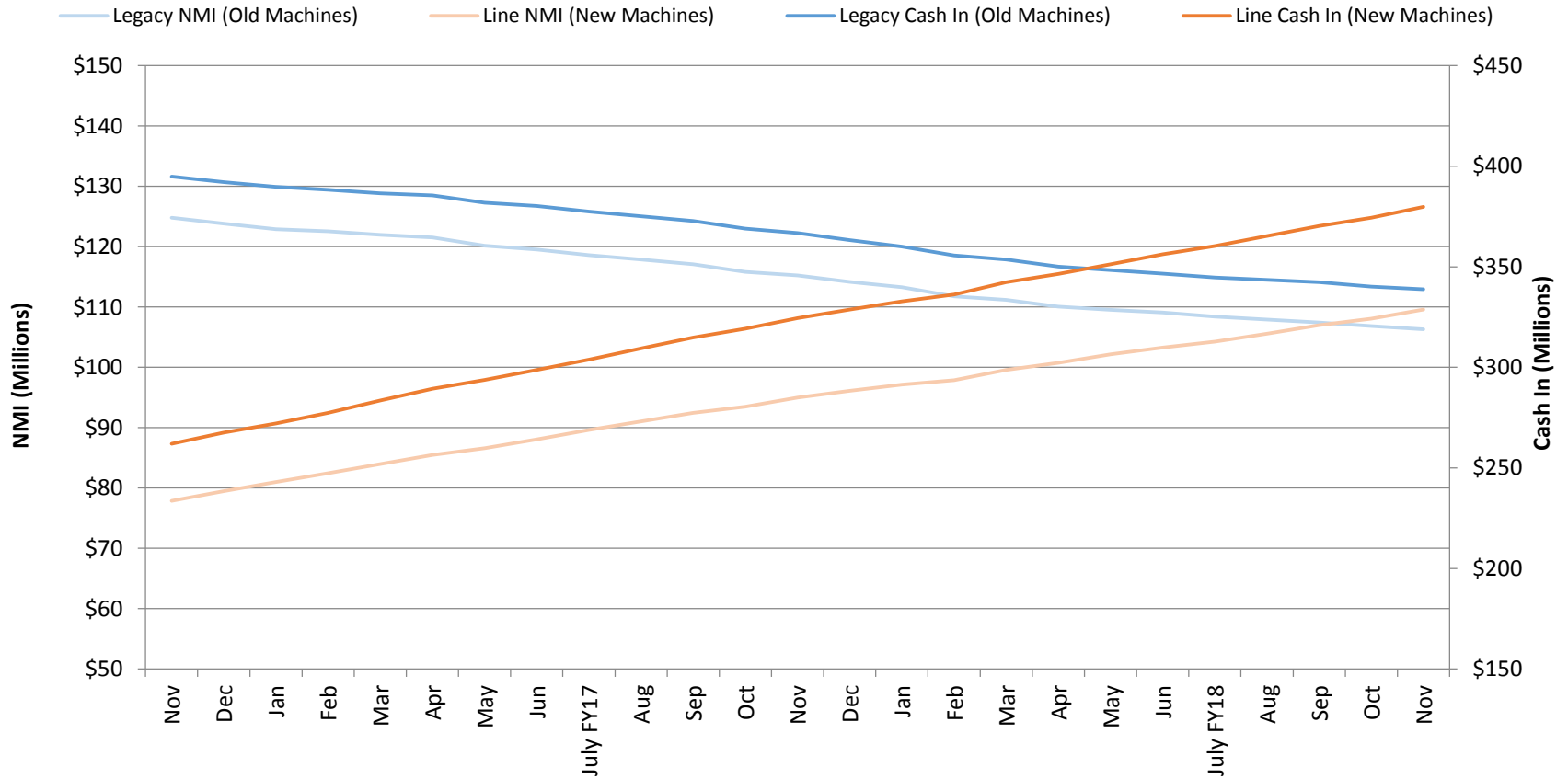
# Timeline of Video Lottery in South Dakota

- 2004 Lottery Commission discusses obsolescence letter received from IGT during meeting. (March)
- 2007 Lottery Commission hold obsolescence hearing.
- 2008 Lottery Commission obsoletes VLC's. (1-4-08)**
- 2011 Lottery Commission approves Line Games for use in South Dakota(May)
- 2012 September the first line games introduced into South Dakota video lottery market.(Game Tech)
- 2013 Legislature approved Linear pay tables and penny denomination.
- 2016 New background check legislation passed.



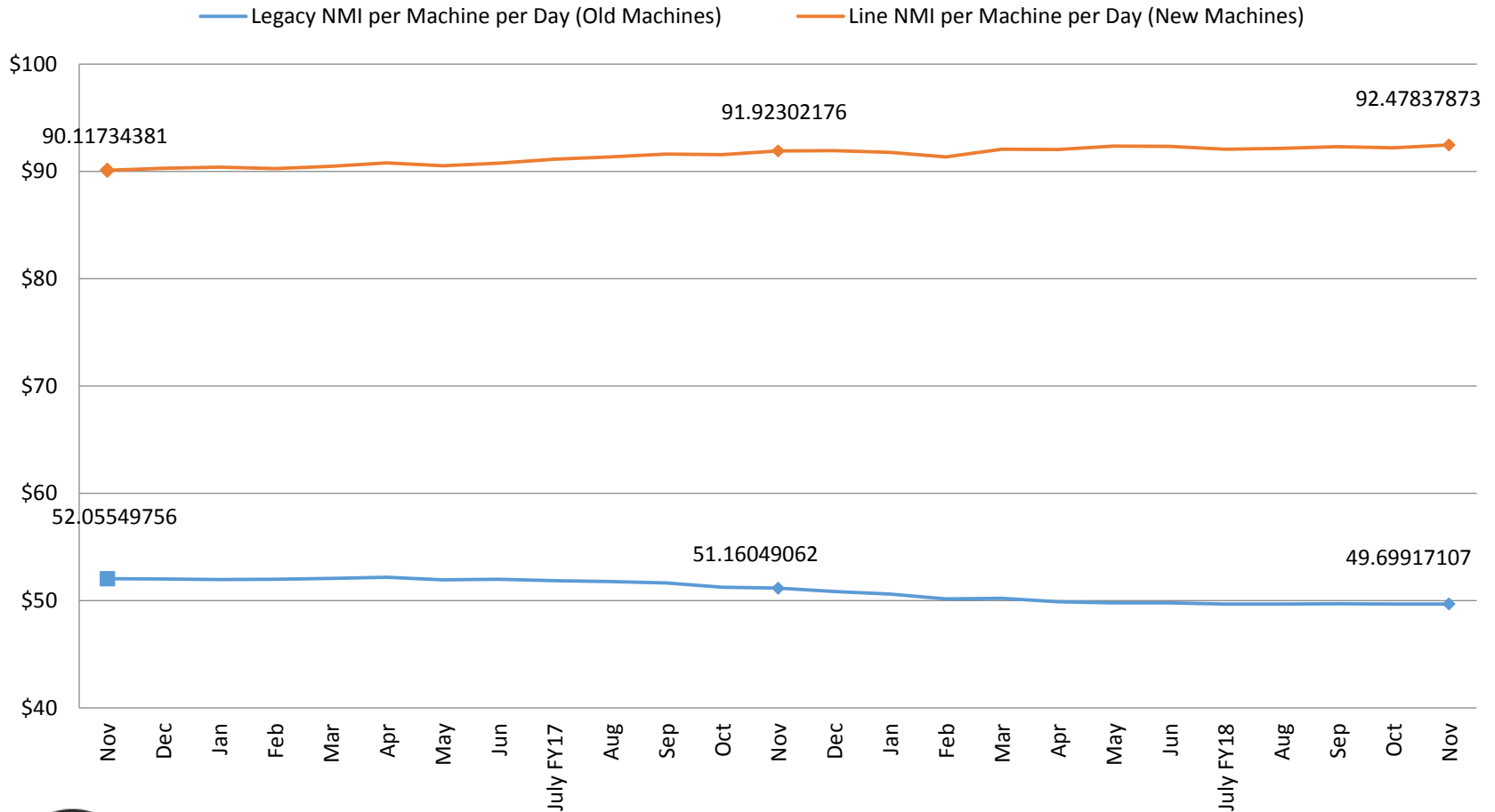
# *Video Lottery by the Numbers*

## Cash In & NMI - Legacy vs. Line



# *Video Lottery by the Numbers*

## NMI/Terminal/Day - Legacy vs. Line



## *Video Lottery by the Numbers*

- Top 100 Performing Machines for November
  - 35 GMMS
  - 62 SAS, 3 Line (Spielos with line games running on legacy protocol)





## *Video Lottery by the Numbers*

- NMI for top 100 GMMS machines: \$1,007,938.60
- NMI for top 100 SAS machines: \$1,219,173.23

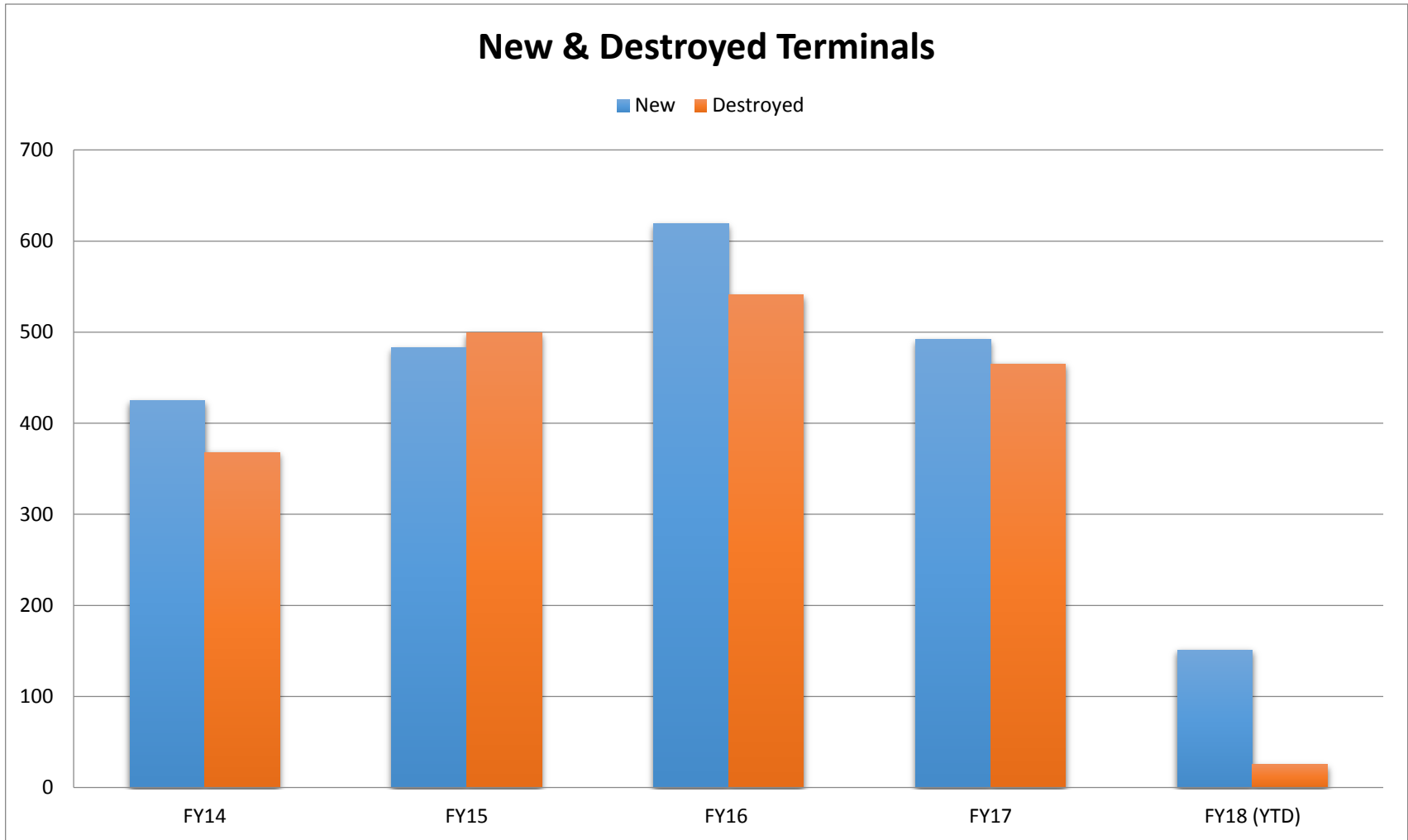


## *Video Lottery by the Numbers*

- 70% of NMI comes from just under 30% of machines
  - 1,423 SAS machines making up \$7,142,494.67;
  - 1,106 GMMS machines making up \$5,117,436.28;
  - 128 Line machines making up \$531,250.90



# *Video Lottery by the Numbers*



# Video Lottery in South Dakota

**42-7A-21. Rules and regulations.** The commission shall promulgate rules pursuant to chapter 1-26 governing the establishment and operation of a state lottery as necessary to carry out the purposes of this chapter. The commission shall promulgate rules concerning the following:

(10) The mechanical and electronic specifications for each video lottery machine. At a minimum, each video lottery machine shall meet the requirements of § 42-7A-37;

(17) **Such other matters necessary or desirable for the efficient or economical operation of the lottery or for the convenience of the public.**

**42-7A-63.** State's percentage of net machine income--Deposit into general fund and video lottery operating fund. **The commission shall maximize revenues to the state from video lottery.** The state's percentage of net machine income shall be fifty percent. The state's percentage of net machine income shall be directly deposited to the general fund, except for one-half of one percent of net machine income authorized for deposit into the video lottery operating fund.



# Video Lottery in South Dakota

**48:02:05:01. General duties of all video lottery licensees.** The general duties required of each video lottery licensee are as follows:

**(5) Assist the lottery to maximize revenues to the state of South Dakota; and**



# Video Lottery in South Dakota



To: South Dakota Lottery Commission  
 From: Clint Harris, Executive Director  
 Date: February 26, 2004

Re: VLC Model 8700 Video Lottery Machine Obsolescence

This document provides an overview of the issues associated with VLC's planned obsolescence of their 8700 model video lottery machines. The Lottery's intent is to have an open discussion and identify the issues brought about by the obsolescence, initiate discussion among the interested parties, and develop recommendations for the Commission's consideration at the next Commission meeting.

## Background

When video lottery began in 1989, several manufacturers were licensed and sold machines in South Dakota. Within a short time, the VLC 8700 model declined dominant machine, due in part to their technology, durability and player preference. The model 8700 currently comprises 96.5% of all machines in South Dakota.

Because of the VLC 8700's dominance, combined with continuing doubts about the future of video lottery in South Dakota, demand for new machines declined significantly. The other machine manufacturers recognized that South Dakota would not remain a profitable market for their machines and they discontinued business in the state. From 1993 to 2002, no new manufacturers were licensed by the Lottery.

VLC machines have continued to be very durable, reliable and popular with players, even though many were manufactured in the early 1990s. As a result, operators have been able to continue to operate their machines for an extended period of time without the need to invest in new equipment.

## Obsolescence

In July 2001, South Dakota video lottery operators received a letter from Anchor Gaming (now IGT), the parent company of VLC. The letter served as formal notification that VLC would no longer support the VLC model 8700 video lottery machines after May 1, 2005.

As VLC's deadline approaches, the Lottery is receiving several inquiries from video lottery operators and their respective trade associations in South Dakota requesting information, guidance and the Lottery's position on the planned obsolescence.



Date: July 5, 2001  
 To: South Dakota Operators  
 From: Christer Roman, COO  
 Anchor Gaming Systems Division  
 Re: Obsolescence of the VLC Model 8700 Gaming Machine

This memo serves as formal notification that VLC will obsolete the Model 8700 gaming machine platform as of May 1, 2005. The 8700 platform and its electronic components were originally designed over 10 years ago and have reached the end of their life cycle. The Model 8700 gaming machine covers any and all gaming machines that begin with 87, for example, the 8724, 8728, 8709, etc. Obsolescence of this platform means that VLC will no longer support the 8700 product after May 1, 2005 including, but not limited to:

- New software development
- Software bug fixes
- Spare parts
- Service and support

For clarity, VLC is currently in the "maintenance" period for the 8700 platform, which means that we are only providing the following support for the 8700 product:

- Software bug fixes
- Spare parts
- Service and support

We are not currently developing new software for the 8700 product line. The primary reason for obsolescence is the ever-increasing difficulty and expense to procure and maintain parts and software support for this product. VLC recognizes this may present some future planning issues for your program, and VLC will make every effort to support the needs of your program. If we can still obtain the spare part needed, we will supply that service; however, if the parts become obsolete, VLC will not redesign the components to accommodate the replacement parts.

We would be pleased to assist you in generating a plan for transitioning from the 8700 platform to best meet your needs for the future. Please do not hesitate to contact your sales representative if you have any questions.

3/9/2004

Page 1 of 3

South Dakota Lottery

STATE OF SOUTH DAKOTA  
 DEPARTMENT OF REVENUE AND REGULATION  
 In the Matter of the Petition  
 for a Declaratory Ruling by  
 IGT, 5301 South Highway 16,  
 Rapid City, South Dakota  
 Before the  
 South Dakota Lottery Commission.

ORDER

The above matter came on for hearing before the South Dakota Lottery Commission on Friday, October 19, 2007, in Room #412, State Capitol Building, 500 E. Capitol Avenue, Pierre, South Dakota, pursuant to a Notice of Hearing dated October 11, 2007. A Petition for Declaratory Ruling was filed February 24, 2006, by IGT requesting the Commission to make a declarative ruling on the issue of whether the VLC Model 8700 series and the associated equipment should be declared obsolete pursuant to ARSD 48:02:07:09. Petitioner appeared through its counsel of record, Roger Tellinghuisen of Spearfish, South Dakota; Intervenor, Music & Beverage Dealers of South Dakota; Intervenor, Licensed Video Lottery Establishments of South Dakota; Intervenor, Licensed Lottery Staff appearing through their counsel of record, Timothy Dougherty of Sioux Falls, South Dakota; and the Fergel on behalf of the Department of Revenue & Regulation of Pierre, South Dakota. Commission Members present were Tom Leckey, Virginia Nelson, Duane Schmutter, Kory Menken, Susan Shay Brueger,

# Future is NOW

## Items to consider:

- Age of current machines in market(30 years)
- Availability of approved parts for older machines
- Video System RFP (Available Extensions)
- Advantage or Disadvantage of running Multiple Protocols
- Line Game Performance vs Legacy Performance
- Current rate of machine investment.(New vs Destroyed)
- Cost of replacement machines



# South Dakota Video Lottery

Open and transparent discussion with the Industry that helps maintain and grow the video lottery industry now and into the future. Keeping it as a positive and sustainable revenue source for the State of South Dakota and our partners.





# Public Relations & Advertising Report



**SOUTH DAKOTA  
LOTTERY**®

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# What's New

## Lotto America Rolled out on 11/12/2017

**South Dakota Lottery**  
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Like Page

If you loved Hot Lotto and you love America, you're going to REALLY love Lotto America. Why? It has better odds than Hot Lotto, and right now the jackpot is a record \$16.3 Million! U-S-A, U-S-A, U-S-A!



**\$16.3  
million!**

 Like  Comment  Share



# What's New

Winner announced  
12/04/2017

*Second-prize winner  
sold in Fort Pierre!*



*Congratulations to our winner!*



# What's New

## Instant Ticket Testing

- Testing 44 new games
- Using 6 current “control” games. (100 Index)
- Testing in January, 2018

Ticket Price	Number of Games Tested
\$1	9
\$2	10
\$3	9
\$5	11
\$10	3
\$20	2



# Sales Report



**SOUTH DAKOTA  
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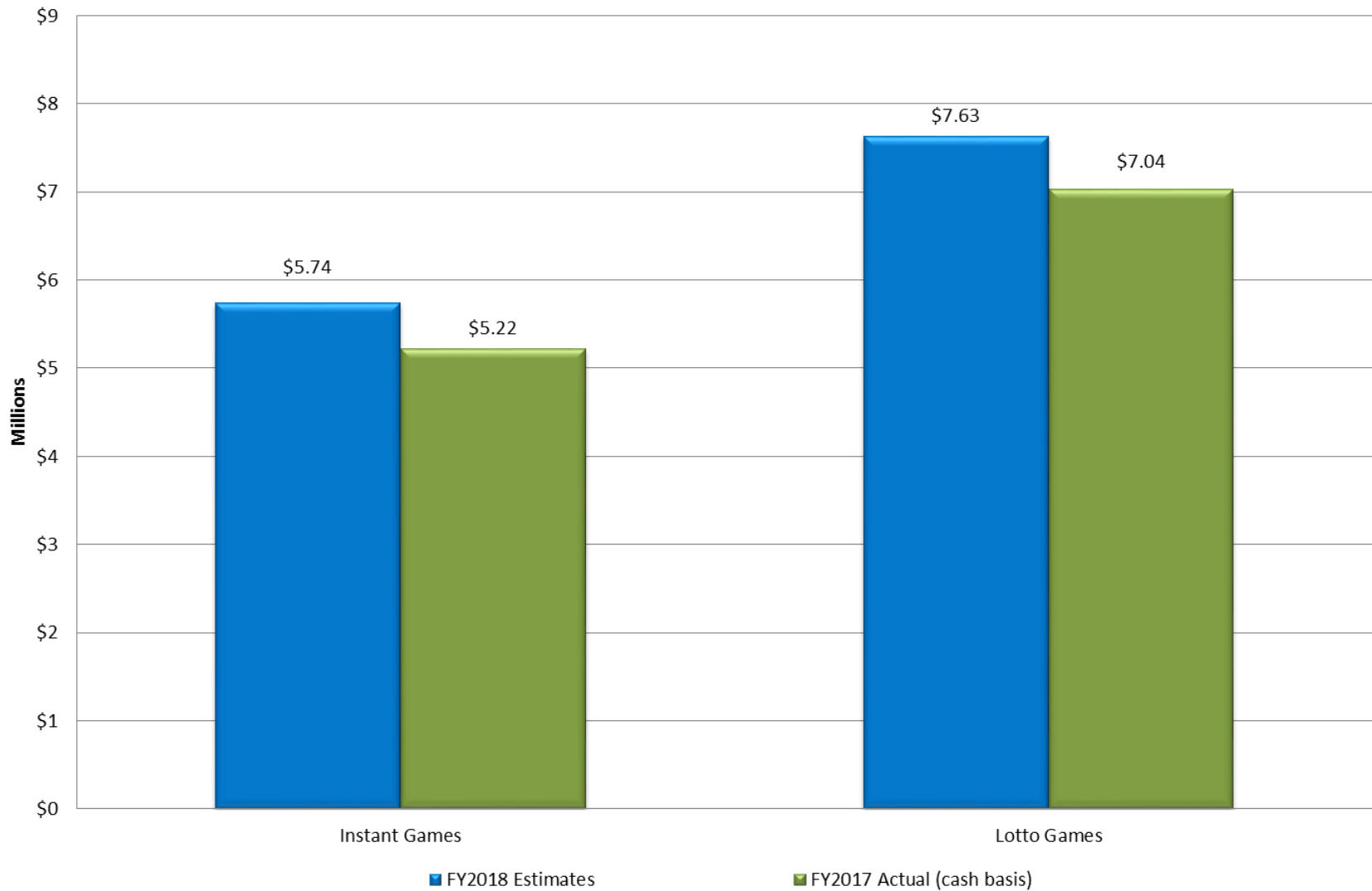
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## Year over Year % Changes

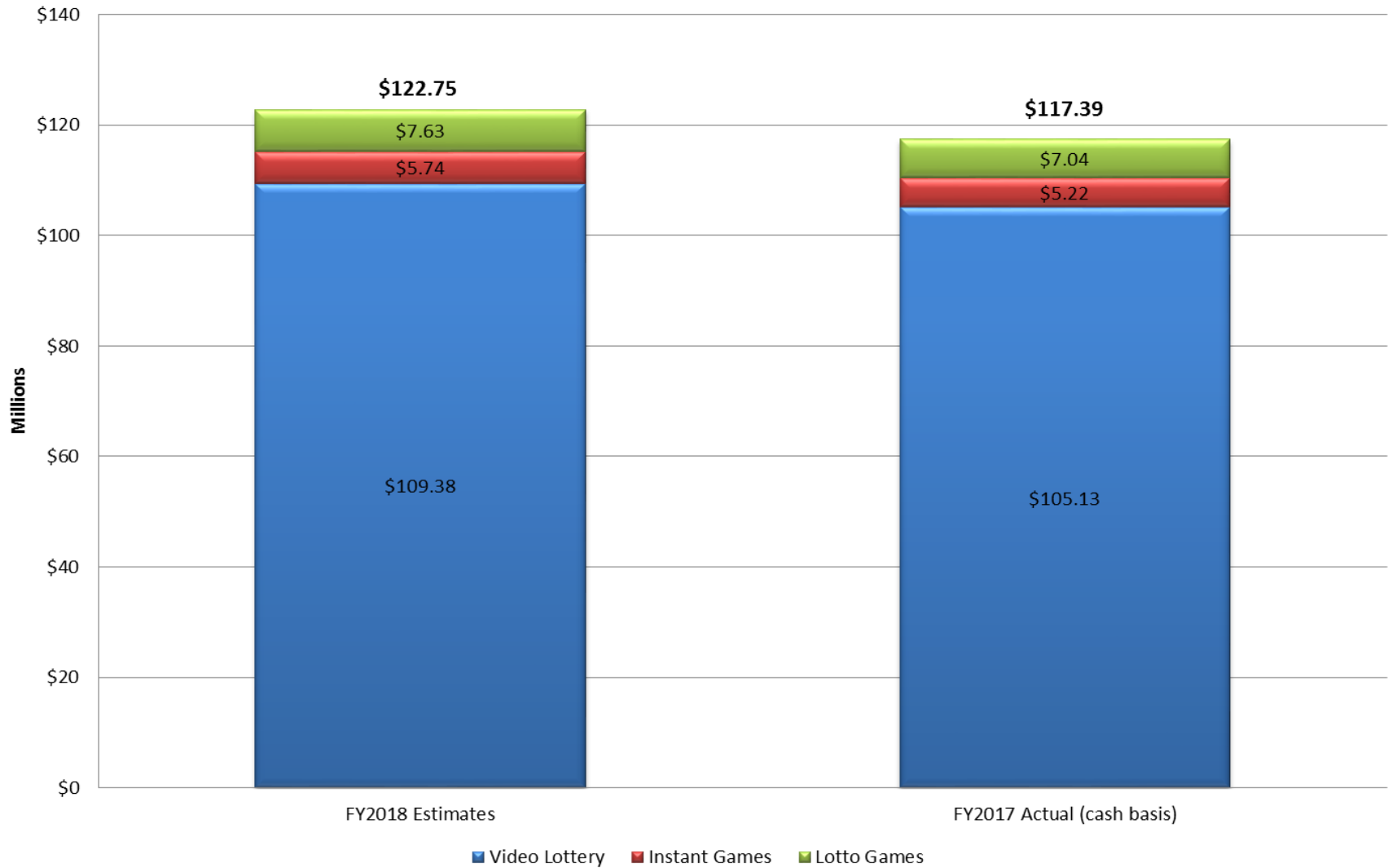
	Week Ending 12/09/2017	Fiscal Year
Instant	14.19%	9.87%
Lotto	36.78%	22.76%
Video	13.52%	4.35%



## Instant and Online FY18 Revenue Projections As of November 30, 2017



## Total FY18 Revenue Projections As of November 30, 2017







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